

# Service Manual

**Model Number:** 

**DF2426GB** 

**DF2426SS** 

**DF2550** 

**DF2562** 

**UL Part Number** 6905050100 to 500

**IMPORTANT SAFETY INFORMATION**: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

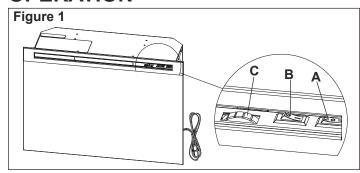
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Always use a qualified technician or service agency to repair this fireplace.

- ! NOTE: Procedures and techniques that are considered important enough to emphasize.
- ♠ CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.
- **△ WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

# **OPERATION**



# A. Main ON/OFF Switch

The switch has two ON positions marked. The " -- " position is for manual operation. In this position the built-in remote control is by-passed. The " = " position is for operating the unit with the provided remote control. When in remote control (" = ") position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center "o" position the unit is off.

### **B.** Heater ON Switch

The Heat ON/OFF Switch supplies power to the heater fan and the heater element. When the switch is in the ON position the heater operates if the thermostat calls for heat.

### C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter-clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

# **Resetting the Temperature Cutoff Switch**

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the Main On/Off Switch to Off and waiting five (5) minutes before switching the unit back on.

- ! NOTE: If operating the unit with a remote control, the remote may require re-initializing after turning the power off.
- ▲ CAUTION: If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

# Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

**! NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between

the remote casing and battery cover (Figure 2).

! NOTE: The remote control is an EEPROM system; therefore if power is interrupted for whatever reason, the built-in receiver board will hold the memory of the remote's radio frequency for up to 24 hours. The remote should continue to operate the fireplace as normal once unit is re-powered. Re-initialization of the remote transmitter to the fireplace should only be required if there is a loss of power to the receiver for longer than 24 hours. (i.e. power failure, main power switch is turned off).

# Remote Control Initialization/Reprogramming

If the hand held transmitter or receiver board has been replaced, follow these steps to initialize the transmitter and receiver:

- 1. Place the **Main ON/OFF Switch** (Figure 1A) in the OFF ("O") position.
- Wait a minimum of five (5) seconds and then place the Main ON/OFF Switch in the Remote Control ("=") position.
- Within 10 seconds of changing the switch position, press the ON button located on the remote control transmitter (Figure 2).

This will synchronize the remote control transmitter and the fireplace receiver.

! NOTE: You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

# **Remote Control Operation**

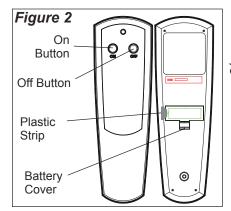
The fireplace is supplied with an integrated on/off remote control. To operate, push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

! NOTE: Ensure that the fireplace Main ON/OFF switch is set to the remote control setting.

# **Battery Replacement**

To replace the battery:

- 1. Slide battery cover open on the hand held transmitter (Figure 2).
- 2. Install one (1) 12-Volt (A23) battery in the battery holder.
- Close the battery cover





Battery must be recycled or disposed of

properly. Check with your Local Authority or Retailer for recycling advice in your area.

# **Light Bulb Replacement**

Allow at least five (5) minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log ember bed exterior disappears. There are two (2) bulbs under the log set, which generate the flames and embers.

# **Light Bulb Requirements**

Quantity of two (2) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 Watt rating. Example: GE 60BC or Philips 60 CTC.

# Do not exceed 60 Watts per bulb.

# **Helpful Hints**

It is a good idea to replace both light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs. Care must be taken when removing the log set.

# To Access The Lower Light Bulb Area: (Figure 2)

- 1. Remove front glass assembly.
- 2. Pull the back edge of the plastic ember bed forward until the rear tab releases from the ledge located at the bottom of the mirror.

**! IMPORTANT:** Only handle the log set by the ember bed.

- **! NOTE:** Log set fits tightly into firebox, some force may be necessary to remove.
- 3. Set log set in front of fireplace.
- Disconnect flicker from motor (see Figure 2).
- Unscrew bulbs counter clockwise.
- 6. Insert new bulbs.
- 7. Reconnect flicker to motor.
- 8. Replace the log set by inserting the front edge of the log set and push down on the rear edge of the ember bed until it snaps into place (Figure 3).
- ! NOTE: Ensure the log set is installed tightly under the back ledge to prevent light leakage.
- 9. Replace glass assembly.

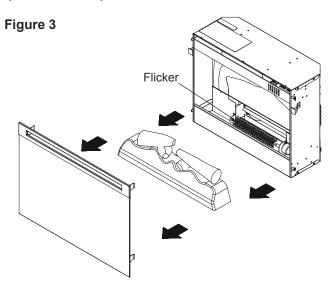
# **Glass Cleaning**

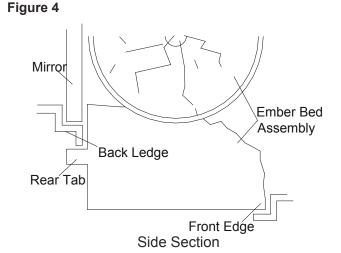
The front glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

# Fireplace Surface Cleaning

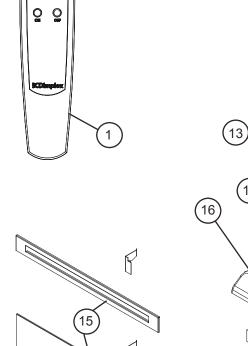
To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots.

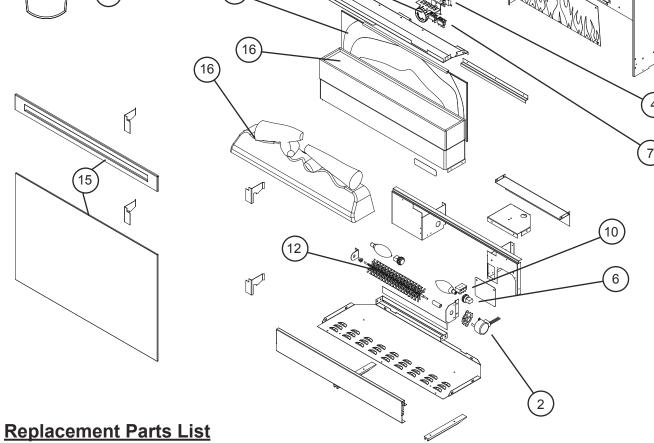




# **Exploded Parts Diagram**

(14)



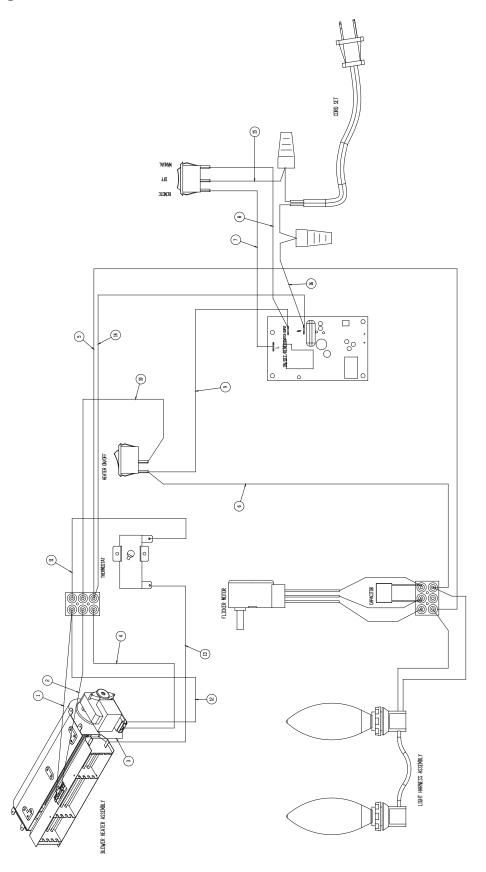


# **Replacement Part:**

1.	Remote Control Transmitter 3000370500RP		
2.	Flicker Motor 2000210200RP		
3.	Heater Assembly		
4.	Thermostat		
5.	Cutout		
6.	2 Socket Lampholder Wire Harness 2500400500RP		
7.	Heat On/Off Switch 2800070700RP		
8.	On-Off-On marked Switch 2800071100RP		
9.	Remote Control Receiver 3000380200RP		
10.	Terminal Block 4000080100RP		
11.	Cord Set 4100040300RP		
12.	Flicker Rod 5901110100RP		

13. Mirror
14. Control Knob
15. DF2426SS Stainless Steel Trim Assembly
(comes with Front Glass) 1020230280RP
DF2426GB Gloss Black Trim Assembly
(comes with Front Glass) 1020230104RP
DF2550 Flat Black Trim Assembly
(comes with Front Glass) 1020230359RP
6905050400/6905050500 Silver Trim Assembly
(comes with Front Glass) 1020230478RP
16. <b>DF2426SS/DF2426GB/DF2550</b>
Log Set Assembly
6905050400/6905050500
Tray
Glass Media

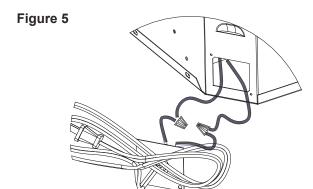
# **Wiring Diagram**



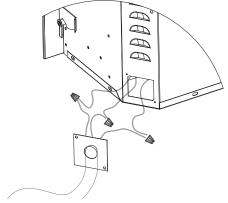
# PREPARATION FOR SERVICE

**A** CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

- Remove the firebox out of the cabinet or wall frame that surrounds the unit.
- 2. Disconnect power before attempting any maintenance.
- ! NOTE: This unit may have been installed to a power source in one of 2 ways: (SEE FIGURE 5 & 6).
- Option #1 Plug into an outlet.
   A power cord with plug, inserted into an outlet near or behind the fireplace, unplug the fireplace from the outlet
- Option #2 Hardwire connection.
   Power supplied from electrical wire coming from a dedicated, properly fused circuit with 120 Volt, 15 Amp rating directly from the main electrical panel, turn the breaker off at the electrical panel.
  - It is recommended during original installation, there should be an allowance of up to 8 feet of service cable for connecting power supply to the junction box on fireplace.
- Remove the front glass assembly by lifting the front glass assembly off of the 4 mounts located on the outer casing of the fireplace (2) on the left and (2) on the right. Carefully place the glass assembly aside in a safe location.







# LIGHT HARNESS REPLACEMENT

**Tools required:** Phillips head screw driver. Small cutter or snips

**A** CAUTION: Follow "Preparation for Service" instructions before proceeding.

- Slightly wedge your fingers between the back mirror and the log-set/ember-bed on either the right or left side. Pull the back edge of the plastic ember bed forward until the rear tab/ledge clears past the bottom of the mirror and pull the log set forward and out of the unit. (Figure 4).
- **! IMPORTANT:** Only handle the log-set by the plastic ember-bed, not the logs themselves.
- **!** NOTE: Log-set fits tightly into firebox. Some force may be necessary to remove.
- ! NOTE: If your model has the media tray with the decorative glass pieces as an ember bed, remove the glass pieces then remove the plastic media tray following the same method as the log set removal instructions.
- 2. Set log-set aside in a safe location.
- Disconnect the flicker rod from the motor by pulling and twisting the rubber gasket/connector away from the motor. This is the gasket which joins the rod and the motor together. Once separated, pull the flicker rod out from the bracket and bushing from opposite side, and remove it from the firebox.
- ! NOTE: Be careful not to bend the rod. Doing so may damage the rod. Ensure the rod is straight after re-installation so that it doesn't affect the operation of the flame effect.
- 4. Carefully turn the firebox upside down so that the bottom panel is facing up.
- 5. Remove the 9 screws that hold the bottom panel in place, (2) on the back, (2) on the left, (2) on the right and (3) on the bottom along the front edge.
- 6. Remove the light bulbs by turning counter clockwise.
- Remove the rings sockets that hold the sockets to the side panel by turning/unscrewing the rings counter clockwise. Push the sockets out of the panel.
- 8. Snip the wire ties that are holding the wires to the casing.
- 9. Remove the light harness wire ends out of the terminal block by removing the small Philips head screw in the 2 respective terminals.
- Insert the wire ends from the new light harness into the terminal block following the same orientation of the original harness.
- 11. Tighten terminal screws to secure wires in place.
- 12. Insert the new sockets into the opening on the socket panel on the left and right. Place the socket ring onto the socket and tighten to secure the socket into place.
- 13. Tuck the light harness wires around the light panel/casing so that they will not be pinched when re-attaching

the bottom panel.

- 14. Insert new bulbs.
- 15. Re-assemble the firebox in reverse order.
- ! NOTE: Ensure the rear tab/ledge on the log-set/emberbed is installed tightly under the bottom of the mirror to prevent light leakage.

# FLAME MOTOR/FLAME ROD REPLACEMENT

**Tools Required:** Phillips head screw driver. (Regular length and stubby length).

**A** CAUTION: Follow "Preparation for Service" instructions before proceeding.

- Slightly wedge your fingers between the back mirror and the log-set/ember-bed on either the right or left side. Pull the back edge of the plastic ember bed forward until the rear tab/ledge clears past the bottom of the mirror and pull the log set forward and out.
- **! IMPORTANT:** Only handle the log-set by the plastic ember-bed, not the logs themselves.
- **!** NOTE: Log-set fits tightly into firebox. Some force may be necessary to remove.
- ! NOTE: If your model has the media tray with the decorative glass pieces as an ember bed, remove the glass pieces then remove the plastic media tray following the same method as the log set removal instructions.
- 2. Set log set aside in a safe location.
- Disconnect flicker rod from the motor by slightly bending the flicker rod and pulling the rubber gasket off the motor shaft. (Figure 3).
- ! NOTE: Be careful not to bend the rod. Doing so may damage the rod. Ensure the rod is straight after re-installation so that it doesn't affect the operation of the flame effect.
- 4. Carefully turn the firebox upside down so that the bottom panel is facing up.
- 5. Remove the 9 screws that attach the bottom panel to the side panels, (2) on the back side, (2) on the left side, (2) on the right side and (3) on the bottom along the front edge.
- 6. Remove the 3 flicker motor wire ends out of the terminal block by removing the small Philips head screw in the 3 respective terminals. Take note of their location on the terminal block.
- ! NOTE: A capacitor is also connected in 2 of the 3 terminals that hold the flame motor wires on the terminal block. Take note of the terminal locations and the wire configuration.
- 7. Using a stubby Philips screwdriver (short handle & shaft), remove the 2 screws holding the flicker motor to the mounting brackets. (One screw on either side) and remove the flicker motor out of the housing. Note the correct orientation on the brackets.
- 8. Place the new motor into the housing and attach the

- motor to the brackets using the 2 Philips screws.
- Insert the 3 wire ends from the new flicker motor as well as the 2 wires from the original capacitor into the terminal block following the orientation of the original motor & capacitor.
- 10. Tighten terminal screws to secure wires in place.
- 11. Re-assemble the firebox in reverse order.
- ! NOTE: Ensure the rear tab/ledge on the log-set/ember-bed is installed tightly under the bottom of the mirror to prevent light leakage.

# HEATER ASSEMBLY REPLACEMENT

**Tools Required:** Philips head screwdriver Needle nose pliers

**A** CAUTION: Follow "Preparation for Service" instructions before proceeding.

- Remove 9 screws that secure the top panel to the side panels of the firebox using a Philips head screwdriver,
   (2) on the left side;
   (2) on the right side;
   (3) on the backside;
   (2) on the top.
- Lift the top off the firebox. Turning the panel 45 degrees, rest it inside the cavity at the top to provide you with some support and leverage while following Steps 4 & 5.
- Noting their original location, disconnect the wires attached to the end of the heater assembly on the blower motor and element. Pliers may be required for grip when disconnecting the wire/spade connectors.
- ! NOTE: Some of the wires may have a "piggy-back" connector that allows a second wire to connect to the same prong as the first wire. (Two wires will connect on one prong). Keep the "piggy-back" connection together when pulling the wires off the heater assembly.
- Remove the 2 mounting brackets that attach the heater assembly to the top panel. It's held by 4 Philips head screws located on the top panel going into the bracket

   (2) screws on the left bracket;
   (2) screws on the right bracket.
- 5. Detach the mounting brackets from the heater assembly by removing the 2 Philips screws from each bracket.
- 6. Attach the brackets to the new heater assembly and then attach brackets to the top panel.
- 7. Re-assemble in reverse order as above.

# HIGH TEMPERATURE CUTOUT REPLACEMENT

**Tools Required:** Philips head screwdriver - (regular and small diameter head)

Needle nose pliers

**A** CAUTION: Follow "Preparation for Service" instructions before proceeding.

1. Remove 9 screws that secure the top panel to the side panels of the firebox using a Philips head screwdriver,

- (2) on the left side; (2) on the right side; (3) on the backside; (2) on the top.
- 2. Lift the top off the firebox. Turning the panel 45 degrees, rest it inside the cavity in the top to provide you with some support and leverage while following Step 4.

♠ CAUTION: Wedge something small underneath the backside of the firebox. The bottom legs/spacers underneath the unit do not span the full depth of the firebox therefore it can easily tip backwards with the weight of the heater assembly resting against the back panel.

- Remove the 2 mounting brackets that attach to the heater assembly to the top panel. (2) screws attach the left bracket; (2) screws attach the right bracket from the top panel. Be sure to support the heater assembly when removing the brackets.
- 4. Locate the High Temperature Cutout found on the outer casing of the heater assembly at the elements.
- Noting their original location, disconnect the 2 wires from the High Temperature cutout going to the terminal block. A Philips head screw attaches the wires into each terminal.
- Using a small diameter, Philips screwdriver, remove the old cutout and replace it with the new one following the orientation of the original wires.
- 7. Re-assemble in reverse order as described above.

# SWITCH REPLACEMENT – (MAIN POWER OR HEAT ON/OFF)

**Tools Required:** Philips head screwdriver Needle nose pliers

**A** CAUTION: Follow "Preparation for Service" instructions before proceeding.

- Remove 9 screws that secure the top panel to the side panels of the firebox using a Philips head screwdriver,
   (2) on the left side; (2) on the right side; (3) on the backside; (2) on the top.
- 2. Lift the top panel up off the firebox, turn it 45 degrees and rest it inside the upper cavity against the back panel.

♠ CAUTION: Wedge something small underneath the backside of the firebox. The bottom legs/spacers underneath the unit do not span the full depth of the firebox therefore it can easily tip backwards with the weight of the heater assembly resting against the back panel.

- The switch housing panel spans across the front of the fireplace, near the top. Remove the 6 screws from the side panels that hold this front panel in place, (3) on the left and (3) on the right side.
- 4. Lift the switch-housing panel up and flip it 180 degrees towards you to expose the wires connected to the backside of the switch.
- Take note of the original location of each wire connected to the switch that needs replacing, (either the Main ON/OFF or the Heat ON/OFF switch).

- 6. Note the orientation of the switches. Depress the tabs that secure the switch to the housing from behind the panel and push the switch out to the front. Using needle nosed pliers will give you a better grip and fit to depress both these tabs at the same time.
- 7. Push the new switch in place.
- 8. Re-assemble in reverse order as described above.

# THERMOSTAT REPLACEMENT

Tools Required: Philips head screwdriver

**A** CAUTION: Follow "Preparation for Service" instructions before proceeding.

- Remove 9 screws that secure the top panel to the side panels of the firebox using a Philips head screwdriver,
   (2) on the left side; (2) on the right side; (3) on the backside; (2) on the top.
- 2. Lift the top panel up off the firebox, turn it 45 degrees and rest it inside the upper cavity against the back panel.

**A** CAUTION: Wedge something small underneath the backside of the firebox. The bottom legs/spacers underneath the unit do not span the full depth of the firebox therefore it can easily tip backwards with the weight of the heater assembly resting against the back panel.

- 3. On the front face of the switch housing, remove the 2 screws that hold the thermostat to the panel.
- 4. The switch housing panel spans across the entire top on the front of the fireplace. Remove the 6 screws from the side panels that hold this front panel in place, (3) on the left and (3) on the right side.
- 5. Lift the switch-housing panel up and flip it 180 degrees towards you to expose the wires connected to the backside of the thermostat.
- 6. Push the thermostat dial into the switch housing and remove dial off the control shaft by pulling forward away from the thermostat. (Take note that the dial will only go back on the shaft one way when replacing).
- 7. Remove thermostat from the mounting bracket by removing the 2 Philips screws located on the bracket.
- 8. Take note of the original location of each wire connected to the thermostat and place onto the new thermostat.
- 9. Re-assemble in reverse order as described above.

# REMOTE RECEIVER BOARD REPLACEMENT

Tools Required: Philips head screwdriver

Needle nose pliers Small cutter or snips

**A** CAUTION: Follow "Preparation for Service" instructions before proceeding.

 Remove 9 screws that secure the top panel to the side panels of the firebox using a Philips head screwdriver,
 (2) on the left side; (2) on the right side; (3) on the

- backside; (2) on the top.
- Lift the top panel up off the firebox, turn it 45 degrees and rest it inside the upper cavity against the back panel.

♠ CAUTION: Wedge something small underneath the backside of the firebox. The bottom legs/spacers underneath the unit do not go span the full depth of the firebox therefore it can easily tip backwards with the weight of the heater assembly resting against the back panel.

- 3. The switch housing panel spans across the entire top on the front of the fireplace. Remove the 6 screws from the side panels that hold this front panel in place, (3) on the left and (3) on the right side.
- 4. Lift the switch-housing panel up and also carefully rest inside the upper cavity.
- 5. Take note of the original location of each wire connected to the board. Remove each wire and connect onto the same location on the new receiver board.
- ! NOTE: Using needle nosed pliers will give you a better grip to grasp the connectors at the end of the wires at the board. Carefully wiggle the connector until it slides off the spade on the board.
- 6. Remove the old board off the plastic mounts, cut or pinch the plastic mounting tabs with snips or needle nose pliers. Pull the old board off. Push the old mounts out towards the back. Insert and push the new mounts in from the back panel. Line up the holes on the corners of the new remote receiver board and press the new board onto the mounts. Make sure the board is secure.
- 7. Re-assemble in reverse order as described above.

### POWER CORD REPLACEMENT

**Tools required:** Phillips head screw driver. Needle nosed pliers.

▲ CAUTION: Follow "Preparation for Service" instructions before proceeding. Steps 1 & 2 only.

- Remove power cord junction box cover by removing the 2 Philips screws mounted to the back panel of the fireplace.
- 2. Unscrew the 2 wire connectors that join the power cord at the bottom to the wire leads coming down from the top.
- 3. With a pair of needle nose pliers, open the strain relief bushing that holds the power cord in place on the junction box cover and remove the cord.
- Feed the new power cord through the junction box and squeeze the new strain relief in place on the cord and junction box. Re-connect wires. –(Wide blade on the plug is the neutral side of the power cord).
- 5. Re-assemble in the reverse order as above.

# **ASSEMBLY PART PICTURES**

# LOWER ELECTRICAL HOUSING

VIEW FROM THE BOTTOM

Flicker Motor

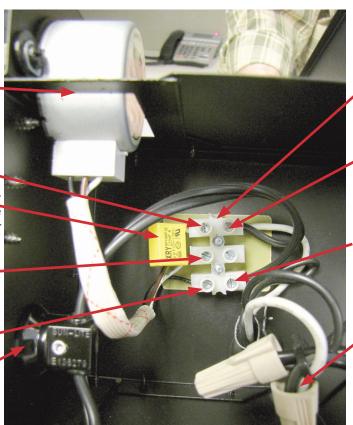
Flicker Motor Connection - White (with capacitor wire)

Capacitor - Connects to the terminals with the borwn and white wires from the flame motor

Flicker Motor Connection — White (with capacitor wire)

Flicker Motor Connection - Black Single

Light Socket •



**Lower Terminal Block** 

**Light Harness Connection** - Neutral

Light Harness Connection
- Live

Power Cord or Hardwire Internal Connection

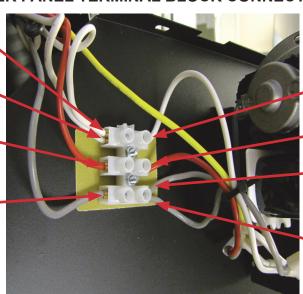
# **UPPER PANEL TERMINAL BLOCK CONNECTIONS**

White - connects to a piggy back connection on JP3 prong on circuit board

Long white connects to lower electrical housing

Red - Connects to the Inside/ middle prong on heat on/off switch

Grey - Connects to the Thermostat



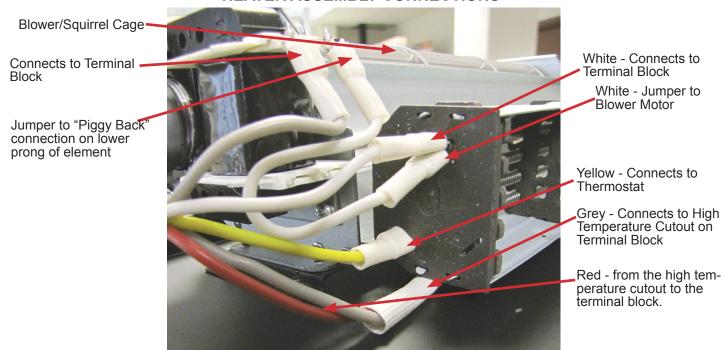
White - "Piggy-backed" to white jumper from bottom prong on the element

Red - From High Temperature Cutout

Grey - From High Temperature Cutout

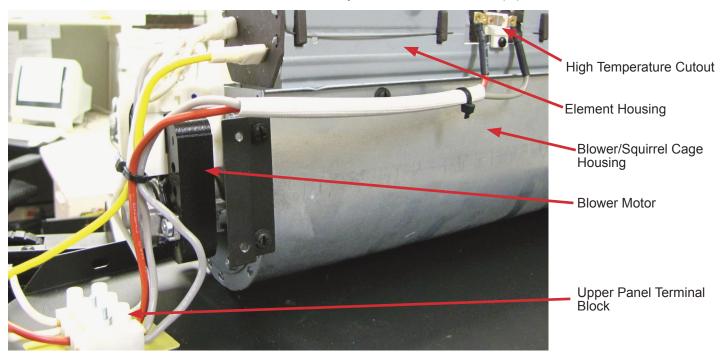
Grey - To Blower motor outside prong.

# **HEATER ASSEMBLY CONNECTIONS**



# HEATER ASSEMBLY CONNECTIONS WITH HIGH TEMPERATURE CUTOUT

View of heater assembly removed from the top panel

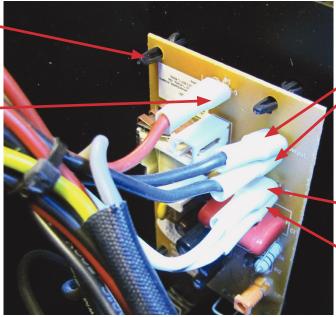


# REMOTE RECEIVER BOARD CONNECTIONS

VIEW FROM THE TOP RIGHT SIDE

Stand-Off Clips (4) - Attaching receiver board to housing

JP1 - Connects to inside prong of Main On/Off Switch'



Switch Output (Black) to outside prong of Main On/Off Switch

Switch Output (Black "Piggy Back") to "Piggy Back" Connection on Outside Prong on Heater On/Off Switch

> JP3 (White) from upper terminal block

JP3 (White "Piggy Back") from lower electrical housing

# THERMOSTAT DIAL; HEAT; AND MAIN POWER SWITCHES

EXTERIOR VIEW OF SWITCH PANEL

Thermostat Dial



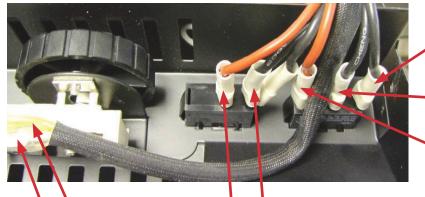
Heater On/Off Switch O - Off -- On

Main On/Off Switch = Remote Control O Off

-- Manual Control

# THERMOSTAT DIAL; HEAT; AND MAIN POWER SWITCHES

INTERIOR VIEW - BACK SIDE OF SWITCH PANEL



Outside Prong (Black) connects to Switch Output (Black "Piggy back") on Receiver Board

Middle Prong (Black) connects to Black from lower electrical housing

Inside Prong (Red) connects to JP1 on Receiver Board

Yellow from Heating Element

Grey from Upper Panel Terminal Block

- Outside Prong (Black) connects to Lower Electrical Housing Outside Prong (Black "Piggy Back") to Switch Output on Reciever Board

Inside Prong (Red) connects to Upper Terminal Block